

# STRATA Offers Relief During Coronavirus Pandemic

STRATA has pledged to help our customers and community stay connected through the COVID-19 pandemic. We recognize that now it's more important than ever to be able to stay in touch with family & friends, and to have options available that allow you to continue to conduct school or work online.

## Below are a few ways that we are offering relief:

- 1** Free internet service will be provided until June 15, 2020 to all new customers who are not currently subscribed to STRATA's internet service and who either have a student or educator living in their home. This includes the students, staff, and faculty members of elementary, junior high, high schools or colleges.
- 2** Any current STRATA internet customer able to get faster internet at their location will be eligible to get a free internet upgrade for a period of 90 days.<sup>2</sup> After this period, standard rates will apply unless we have been notified of cancellation or downgrade. We will do our best to remind customers when the end of their free period is approaching to help customers avoid any unwanted price increases.
- 3** Any late payment fees that residential or small business customers may incur due to economic hardship related to the coronavirus pandemic will be waived.
- 4** No services will be terminated for any residential or small business customers because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- 5** STRATA will open several community WiFi hot spot locations for those who need access. A list of those locations can be found at [stratanetworks.com/free-hotspots](http://stratanetworks.com/free-hotspots).

We also want to remind residents who may be relying on wireless data in order to continue their work or school online that STRATA offers unlimited data plans that will allow you to avoid any data caps or overage charges. To learn more about this option, please visit [stratanetworks.com/unlimited](http://stratanetworks.com/unlimited).

We hope that this helps to ease the burden that has been placed on many families here in our community, and we want to express appreciation to our customers for their patience and cooperation as we work through this influx of demand. Please [call](#) or visit one of our [retail stores](#) if you have questions or if you are interested in participating in any of the above offers.

1. Free offer period begins Monday, March 16, 2020 and ends Monday, June 15, 2020. Customer must show proof of current enrollment in a college/university or local school, or proof of employment at a local school. Limited to locations where service is available. Customer may take maximum speed available at their location. Managed Wi-Fi service included at no cost for the free period outlined above. Regular internet rates, including managed Wi-Fi fees, will apply beginning June 16, 2020. Depending on location, customer may be subject to line extension or drop charges in order to receive service.

2. Existing broadband customers who qualify for higher internet speeds can upgrade to any speed up to 1 Gbps at no additional charge for 90 days. After 90-day period, increased packages will automatically continue, and regular package rates will be applied unless customer calls to change or cancel. Business accounts do not qualify. Maximum speeds given may be limited depending on location in order to manage overall capacity of the network. Offer may end at any time. May only be used once per account. Restrictions apply, see store for details.

